<u>**Amendments to the Claims:**</u>
This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 13, 30, 32-35, and 48 as follows.

<u>**Listing of Claims:**</u>

1   1. **(previously presented)** A method of selecting a resource for a
2   work item, comprising:
3   determining by processor available resources that possess skills
4   needed by the work item;
5   for each of the determined resources, determining by processor a
6   business value of having the resource service the work item, the business
7   value being a measure of qualification of the resource for servicing the
8   work item based on skills of the resource and skill requirements of the
9   work item;
10   for each of the determined resources, determining by processor a
11   value to the resource of servicing the work item, the value to the resource
12   being a measure of how serving the work item by the resource helps or
13   hurts goals of the individual resource, wherein the goals of the resource
14   include per-skill time-allocation goals of the resource; and
15   selecting by processor a determined resource that has a best
16   combined value of the business value and the value to the resource, to
17   serve the work item.

1   2. **(previously presented)** The method of claim 1 wherein:
2   determining by processor a business value comprises
3   determining by processor the business value weighted by a
4   business value weight corresponding to the work item;

5   determining by processor a value to the resource comprises

6   determining by processor the value to the resource weighted by a

7   resource value weight corresponding to the work item; and

8   selecting by processor comprises

9   selecting by processor a determined resource that has a best

10   combined value of the weighted business value and the weighted value to

11   the resource.

1   3. **(previously presented)** The method of claim 2 wherein:

2   determining by processor a business value comprises

3   determining by processor a weighted business value as a product

4   of (a) the business value weight corresponding to the work item and (b) a

5   sum of products of a level of each said needed skill of the resource and a

6   weight of said needed skill of the work item; and

7   determining by processor a value to the resource comprises

8   determining by processor a weighted resource treatment value as a

9   product of (c) a resource treatment weight corresponding to the work item

10   and (d) a sum of products of each treatment of the resource and a weight

11   of said treatment of the resource.

1   4. **(original)** The method of claim 3 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   5. **(previously presented)** The method of claim 4 wherein:

2   selecting by processor comprises

3   selecting by processor the determined resource that has a highest

4   sum of the weighted business value and the weighted resource treatment

5   value.

1   6. **(original)** The method of claim 3 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available and a time that the resource has not spent

4   serving work items.

1   7. **(original)** The method of claim 6 wherein:

2   the treatments of the resource further comprise a measure of an

3   effect that serving of the work item would have on a goal of the resource.

1   8. **(original)** The method of claim 7 wherein:

2   the measure of the effect comprises a difference between (a) a

3   distance of an actual allocation of worktime of the resource among skills

4   from a goal allocation of the worktime of the resource among the skills and

5   (b) a distance of an estimated allocation of the worktime of the resource

6   among the skills if the resource serves the work item from the goal

7   allocation.

1   9. **(previously presented)** A method of selecting a resource for a

2   work item, comprising:

3   determining by processor available resources that possess skills

4   needed by the work item;

5   for each of the determined resources, determining by processor a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   for each of the determined resources, determining by processor a

10 resource treatment value, the resource treatment value being a measure

11 of how the resource is meeting goals of the individual resource, the

12 resource treatment value comprising a sum across all of a plurality of

13 resource treatments of a product of a value of the resource for the

14 resource treatment and a weight of the work item for how much weight

15 said resource treatment has relative to others of the resource treatments

16 and how much weight the resource treatments have relative to a different

17 weight of the business value; and

18   selecting by processor a determined resource that has a best

19 combined score of its business value and its resource treatment value, to

20 serve the work item.

1   10. **(original)** The method of claim 9 wherein:

2   the resource treatments of a resource comprise a time since the

3 resource became available, a time that the resource has spent not serving

4 work items, and a measure of an effect that serving the work item would

5 have on a goal of the resource.

1   11. **(previously presented)** The method of claim 9 wherein:

2   determining by processor a business value comprises

3   determining by processor a scaled business value comprising the

4 business value scaled by a first scaling factor that is common to all of the

5 determined resources;

6   determining by processor a resource treatment value comprises

7   for each resource treatment, determining by processor a scaled

8 value of the resource comprising the value of the resource for that

9 resource treatment scaled by a scaling factor that is common for that

10 resource treatment to all of the determined resources, and

11   determining by processor a scaled resource treatment value

12   comprising a sum, scaled by a second scaling factor that is common to all

13   of the determined resources, across all resource treatments of a product

14   of the scaled value of the resource for the resource treatment and a

15   weight of the work item for the resource treatment; and

16   selecting by processor comprises

17   selecting by processor a determined resource that has a best sum

18   of its scaled business value and its scaled resource treatment value to

19   serve the work item.

1   12. **(original)** The method of claim 11 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the resources.

1   13. **(currently amended)** [[A]] <u>The method of claim 1 further</u>

2   <u>including a</u> method of selecting a work item for a resource, comprising:

3   determining by processor available work items that need skills

4   possessed by the resource;

5   for each of the determined work items, determining by processor a

6   business value of having the resource service the work item, the business

7   value being a measure of qualification of the resource for servicing of the

8   work item based on skills of the resource and skill requirements of the

9   work item;

10   for each of the determined work items, determining by processor a

11   value to the work item of being serviced by the resource, the value to the

12   work item being a measure of how the work item is meeting goals of the

13   individual work item, wherein the goals of the work item include how long

14   the work item has been waiting for service, how long the work item may

15   have to wait for service, and how much the work item has exceeded its

16   target wait time; and

17   selecting by processor a determined work item that has a best

18   combined value of the business value and the value to the work item to be

19   served by the resource.

1   14. **(previously presented)** The method of claim 13 wherein:

2   determining by processor business value comprises

3   determining by processor the business value weighted by a

4   business value weight corresponding to the work item;

5   determining by processor a value to the work item comprises

6   determining by processor the value to the work item weighted by a

7   work item value weight corresponding to the work item; and

8   selecting by processor comprises

9   selecting by processor a determined work item that has a best

10   combined value of the weighted business value and the weighted value to

11   the work item.

1   15. **(previously presented)** The method of claim 14 wherein:

2   determining by processor a business value comprises

3   determining by processor a weighted business value as a product

4   of (a) the business value weight corresponding to the work item and (b) a

5   sum of products of a level of each said needed skill of the resource and a

6   weight of said needed skill of the work item; and

7   determining by processor a value to the work item comprises

8   determining by processor a weighted work item treatment value as

9   a product of (c) a work item treatment weight corresponding to the work

10   item and (d) a sum of products of each treatment of the work item and a

11   weight of said treatment of the work item.

1   16. **(original)** The method of claim 15 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   17. **(previously presented)** The method of claim 16 wherein:

2   selecting by processor comprises

3   selecting by processor the determined work item that has a highest

4   sum of the weighted business value and the weighted work item treatment

5   value.

1   18. **(previously presented)** The method of claim 21 wherein:

2   the work item treatments of a work item comprise a time that the

3   work item has been waiting for service and an estimated time that the

4   work item will have to wait for service.

1   19. **(previously presented)** The method of claim 18 wherein:

2   the work item treatments of a work item further comprise a time by

3   which the work item has exceeded its target wait time.

1   20. **(original)** The method of claim 18 wherein:

2   the estimated wait time that the work item will have to wait for

3   service comprises a product of (a) a ratio of a total number of work items

4   waiting for service and an average number of work items waiting for

5   service and (b) a sum of average wait times of individual said needed

6   skills each weighted by a ratio of the weight of said individual skill and a

7   sum of the weights of the needed skills.

1   21. **(previously presented)** A method of selecting a work item for

2   a resource, comprising:

3   determining by processor available work items that need skills

4   possessed by the resource;

5   for each of the determined work items, determining by processor a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   for each of the determined work items, determining by processor a

10   work item treatment value, the work item treatment value being a measure

11   of how the work item is meeting goals of the individual work item, the work

12   item treatment value comprising a sum across all of a plurality of work

13   item treatments of a product of the value of the work item for the work item

14   treatment and a weight of the work item for how much weight said work

15   item treatment has relative to others of the work item treatments and how

16   much weight the work item treatments have relative to a different weight of

17   the business value; and

18   selecting by processor a determined work item that has a best

19   combined score of its business value and work item treatment value, to be

20   served by the resource.

1   22. **(original)** The method of claim 21 wherein:

2   the work item treatments of a work item comprise a time that the

3   work item has spent waiting to be serviced, an estimated time that the

4   item will spend waiting to be serviced, and a time by which the work item

5   has exceeded its target waiting time.

1   23. **(previously presented)** The method of claim 21 wherein:

2   determining by processor a business value comprises

3   determining by processor a scaled business value comprising the

4   business value scaled by a first scaling factor that is common to all of the

5   determined work items;

6   determining by processor a work item treatment value comprises

7   for each work item treatment, determining by processor a scaled

8   value of the work item comprising the value of the work item for that work

9   item treatment scaled by a scaling factor that is common for that work item

10   treatment to all of the determined work items, and

11   determining by processor a scaled work item treatment value

12   comprising a sum, scaled by a second scaling factor that is common to all

13   of the determined work items, across all work item treatments of a product

14   of the scaled value of the work item for the work item treatment and a

15   weight of the work item for the work item treatment; and

16   selecting by processor comprises

17   selecting by processor a determined work item that has a best sum

18   of its scaled business value and its scaled work item treatment value, to

19   be served by the resource.

1   24. **(original)** The method of claim 23 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the work items.

1   25. **(canceled)**

1   26. **(canceled)**

1   27. **(original)** An apparatus comprising a processor that executes
2   instructions to effect the method of one of claims 1-24.

1   28. **(previously presented)** An apparatus for selecting a resource
2   for a work item, comprising;
3   means for determining available resources that possess skills
4   needed by the work item;
5   means for determining, for each of the determined resources, a
6   business value of having the resource service the work item, the business
7   value being a measure of qualification of the resource for servicing the
8   work item based on skills of the resource and skill requirements of the
9   work item;
10   means for determining, for each of the determined resources, a
11   value to the resource of servicing the work item, the value to the resource
12   being a measure of how serving the work item by the resource helps or
13   hurts goals of the individual resource, wherein goals of the resource
14   include per-skill time-allocation goals of the resource; and
15   means for selecting a determined resource that has a best
16   combined value of the business value and the value to the resource, to
17   serve the work item.

1   29. **(previously presented)** An apparatus for selecting a resource
2   for a work item, comprising:
3   means for determining available resources that possess skills
4   needed by the work item;
5   means for determining, for each of the determined resources, a
6   business value comprising a sum across all skills of a product of a skill
7   level of the resource in the skill and a skill weight of the work item for the
8   skill;

9   means for determining, for each of the determined resources, a

10   resource treatment value, the resource treatment value being a measure

11   of how the resource is meeting goals of the individual resource, the

12   resource treatment value comprising a sum across all of a plurality of

13   resource treatments of a product of a value of the resource for the

14   resource treatment and a weight of the work item for how much weight

15   said resource treatment has relative to others of the resource treatments

16   and how much weight the resource treatments have relative to a different

17   weight of the business value; and

18   means for selecting a determined resource that has a best

19   combined score of its business value and its resource treatment value, to

20   serve the work item.

1   30. **(currently amended)** [[An]] The apparatus of claim 28 further

2   including an apparatus for selecting a work item for a resource,

3   comprising:

4   means for determining available work items that need skills

5   possessed by the resource;

6   means for determining, for each of the determined work items, a

7   business value of having the resource service the work item, the business

8   value being a measure of qualification of the resource for servicing the

9   work item based on skills of the resource and skill requirements of the

10   work item;

11   means for determining, for each of the determined work items, a

12   value to the work item of being serviced by the resource, the value to the

13   work item being a measure of how the work item is meeting goals of the

14   individual work item, wherein the goals of the work item include how long

15   the work item has been waiting for service, how long the work item may

16   have to wait for service, and how much the work item has exceeded its

17   target wait time; and

18   means for selecting a determined work item that has a best

19   combined value of the business value and the value to the work item to be

20   served by the resource.

1   31. **(previously presented)** An apparatus for selecting a work

2   item for a resource, comprising:

3   means for determining available work items that need skills

4   possessed by the resource;

5   means for determining, for each of the determined work items, a

6   business value comprising a sum across all skills of a product of a skill

7   level of the resource in the skill and a skill weight of the work item for the

8   skill;

9   means for determining, for each of the determined work items, a

10   work item treatment value, the work item treatment value being a measure

11   of how the work item is meeting goals of the individual work item, the work

12   item treatment value comprising a sum across all of a plurality of work

13   item treatments of a product of the value of the work item for the work item

14   treatment and a weight of the work item for how much weight said work

15   item treatment has relative to other work item treatments and how much

16   weight the work item treatments have relative to a different weight of the

17   business value; and

18   means for selecting a determined work item that has a best

19   combined score of its business value and work item treatment value, to be

20   served by the resource.

1   32. **(currently amended)** An arrangement for selecting a resource

2   for a work item, comprising;

3   an effector of determining available resources that possess skills

4   needed by the work item;

5   an effector, coupled to the effector of determining available

6   resources, of determining, for each of the determined resources, a

7   business value of having the resource service the work item, the business

8   value being a measure of qualification of the resource for servicing the

9   work item based on skills of the resource and skill requirements of the

10   work item;

11   an effector, coupled to the effector of determining available

12   resources, of determining, for each of the determined resources, a value

13   to the resource of servicing the work item, the value to the resource being

14   a measure of how serving the work item by the resource helps or hurts

15   goals of the individual resource, wherein the goals of the resource include

16   per-skill time-allocation goals of the resource; and

17   an effector, coupled to the effector of determining a business value

18   and the effector of determining a value to the resource, of selecting a

19   determined resource that has a best combined value of the business value

20   and the value to the resource, to serve the work item;

21   wherein each of said effectors [[are implemented by]] comprises a

22   processor.

1   33. (currently amended) An arrangement for selecting a resource

2   for a work item, comprising:

3   an effector of determining available resources that possess skills

4   needed by the work item;

5   an effector, coupled to the effector of determining available

6   resources, of determining, for each of the determined resources, a

7   business value comprising a sum across all skills of a product of a skill

8   level of the resource in the skill and a skill weight of the work item for the

9   skill;

10   an effector, coupled to the effector of determining available

11   resources, of determining, for each of the determined resources, a

12   resource treatment value, the resource treatment value being a measure

13   of how the resource is meeting goals of the individual resource, the

14   resource treatment value comprising a sum across all of a plurality of

15   resource treatments of a product of a value of the resource for the

16   resource treatment and a weight of the work item for how much weight

17   said resource treatment has relative to others of the resource treatments

18   and how much weight the resource treatments have relative to a different

19   weight of the business value; and

20   an effector, coupled to the effector of determining a business value

21   and the effector of determining a resource treatment value, of selecting a

22   determined resource that has a best combined score of its business value

23   and its resource treatment value, to serve the work item;

24   wherein each of said effectors [[are implemented by]] comprises a

25   processor.

1   **34. (currently amended)** [[An]] The arrangement of claim 32

2   further including an arrangement for selecting a work item for a resource,

3   comprising:

4   an effector of determining available work items that need skills

5   possessed by the resource;

6   an effector, coupled to the effector of determining available work

7   items, of determining, for each of the determined work items, a business

8   value of having the resource service the work item, the business value

9   being a measure of qualification of the resource for servicing the work item

10   based on skills of the resource and skill requirements of the work item;

11   an effector, coupled to the effector of determining available work

12   items, of determining, for each of the determined work items, a value to

13   the work item of being serviced by the resource, the value to the work item

14   being a measure of how the work item is meeting goals of the individual

15   work item, wherein the goals of the work item include how long the work

16   item has been waiting for service, how long the work item may have to

17   wait for service, and how much the work item has exceeded its target wait

18   time; and

19   an effector, coupled to the effector of determining a business value

20   and the effector of determining a value to the work item, of selecting a

21   determined work item that has a best combined value of the business

22   value and the value to the work item to be served by the resource;

23   wherein each of said effectors [[are implemented by]] comprises a

24   processor.

1   35. **(currently amended)** An arrangement for selecting a work

2   item for a resource, comprising:

3   an effector of determining available work items that need skills

4   possessed by the resource;

5   an effector, coupled to the effector of determining available work

6   items, of determining, for each of the determined work items, a business

7   value comprising a sum across all skills of a product of a skill level of the

8   resource in the skill and a skill weight of the work item for the skill;

9   an effector, coupled to the effector of determining available work

10   items, of determining, for each of the determined work items, a work item

11   treatment value, the work item treatment value being a measure of how

12   the work item is meeting goals of the individual work item, the work item

13   treatment value comprising a sum across all of a plurality of work item

14   treatments of a product of the value of the work item for the work item

15   treatment and a weight of the work item for how much weight said work

16   item treatment has relative to others of the work item treatments and how

17   much weight the work item treatments have relative to a different weight of

18   the business value; and

19   an effector, coupled to the effector of determining a business value

20   and the effector of determining a work item treatment value, of selecting a

21   determined work item that has a best combined score of its business

22   value and work item treatment value, to be served by the resource;

23   wherein <u>each of</u> said effectors [[are implemented by]] <u>comprises a</u>

24   processor.

1   36. **(previously presented)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform selection of a resource for a work item, comprising:

4   determining available resources that possess skills needed by the

5   work item;

6   for each of the determined resources, determining a business value

7   of having the resource service the work item, the business value being a

8   measure of qualification of the resource for servicing the work item based

9   on skills of the resource and skill requirements of the work item;

10   for each of the determined resources, determining a value to the

11   resource of servicing the work item, the value to the resource being a

12   measure of how serving the work item by the resource helps or hurts

13   goals of the individual resource, wherein the goals of the resource include

14   per-skill time-allocation goals of the resource; and

15   selecting a determined resource that has a best combined value of

16   the business value and the value to the resource, to serve the work item.

1   37. **(original)** The medium of claim 36 wherein:

2   determining a business value comprises

3   determining the business value weighted by a business value

4   weight corresponding to the work item;

5   determining a value to the resource comprises

6   determining the value to the resource weighted by a resource value

7   weight corresponding to the work item; and

8   selecting comprises

9   selecting a determined resource that has a best combined value of

10   the weighted business value and the weighted value to the resource.

1   38. **(original)** The medium of claim 37 wherein:

2   determining a business value comprises

3   determining a weighted business value as a product of (a) the

4   business value weight corresponding to the work item and (b) a sum of

5   products of a level of each said needed skill of the resource and a weight

6   of said needed skill of the work item; and

7   determining a value to the resource comprises

8   determining a weighted resource treatment value as a product of

9   (c) a resource treatment weight corresponding to the work item and (d) a

10   sum of products of each treatment of the resource and a weight of said

11   treatment of the resource.

1   39. **(original)** The medium of claim 38 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   40. **(original)** The medium of claim 39 wherein:

2   selecting comprises

3   selecting the determined resource that has a highest sum of the

4   weighted business value and the weighted resource treatment value.

1   41. **(original)** The medium of claim 38 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available and a time that the resource has not spent

4   serving work items.

1   42. **(original)** The medium of claim 41 wherein:

2   the treatments of the resource further comprise a measure of an

3   effect that serving of the work item would have on a goal of the resource.

1   43. **(original)** The medium of claim 42 wherein:

2   the measure of the effect comprises a difference between (a) a

3   distance of an actual allocation of worktime of the resource among skills

4   from a goal allocation of the worktime of the resource among the skills and

5   (b) a distance of an estimated allocation of the worktime of the resource

6   among the skills if the resource serves the work item from the goal

7   allocation.

1   44. **(previously presented)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform selection of a resource for a work item, comprising:

4   determining available resources that possess skills needed by the

5   work item;

6   for each of the determined resources, determining a business value

7   comprising a sum across all skills of a product of a skill level of the

8   resource in the skill and a skill weight of the work item for the skill;

9   for each of the determined resources, determining a resource

10   treatment value, the resource treatment value being a measure of how the

11   resource is meeting goals of the individual resource, the resource

12   treatment value comprising a sum across all of a plurality of resource

13   treatments of a product of a value of the resource for the resource

14   treatment and a weight of the work item for how much weight said

15   resource treatment has relative to others of the resource treatments and

16   how much weight the resource treatments have relative to a different

17   weight of the business value; and

18   selecting a determined resource that has a best combined score of

19   its business value and its resource treatment value, to serve the work

20   item.

1   45. **(original)** The medium of claim 44 wherein:

2   the resource treatments of a resource comprise a time since the

3   resource became available, a time that the resource has spent not serving

4   work items, and a measure of an effect that serving the work item would

5   have on a goal of the resource.

1   46. **(original)** The medium of claim 44 wherein:

2   determining a business value comprises

3   determining a scaled business value comprising the business value

4   scaled by a first scaling factor that is common to all of the determined

5   resources;

6   determining a resource treatment value comprises

7   for each resource treatment, determining a scaled value of the

8   resource comprising the value of the resource for that resource treatment

9   scaled by a scaling factor that is common for that resource treatment to all

10   of the determined resources, and

11   determining a scaled resource treatment value comprising a sum,

12   scaled by a second scaling factor that is common to all of the determined

13   resources, across all resource treatments of a product of the scaled value

14   of the resource for the resource treatment and a weight of the work item

15   for the resource treatment; and

16   selecting comprises

17   selecting a determined resource that has a best sum of its scaled

18   business value and its scaled resource treatment value to serve the work

19   item.

1   47. **(original)** The medium of claim 46 wherein:

2   each scaling factor comprises a fraction having in its denominator a

3   maximum value of the value to which said scaling factor applies of any of

4   the resources.

1   48. **(currently amended)** [[A]] <u>The</u> computer-readable medium <u>of</u>

2   <u>claim 36 further</u> containing instructions which, when executed in a

3   computer, cause the computer to perform selection of a work item for a

4   resource, comprising:

5   determining available work items that need skills possessed by the

6   resource;

7   for each of the determined work items, determining a business

8   value of having the resource service the work item, the business value

9   being a measure of qualification of the resource for servicing of the work

10   item based on skills of the resource and skill requirements of the work

11   item;

12   for each of the determined work items, determining a value to the

13   work item of being serviced by the resource, the value to the work item

14   being a measure of how the work item is meeting goals of the individual

15   work item, wherein the goals of the work item include how long the work

16   item has been waiting for service, how long the work item may have to

17   wait for service, and how much the work item has exceeded its target wait

18   time; and

19   selecting a determined work item that has a best combined value of

20   the business value and the value to the work item to be served by the

21   resource.

1   49. **(original)** The medium of claim 48 wherein:

2   determining business value comprises

3   determining the business value weighted by a business value

4   weight corresponding to the work item;

5   determining a value to the work item comprises

6   determining the value to the work item weighted by a work item

7   value weight corresponding to the work item; and

8   selecting comprises

9   selecting a determined work item that has a best combined value of

10   the weighted business value and the weighted value to the work item.

1   50. **(original)** The medium of claim 49 wherein:

2   determining a business value comprises

3   determining a weighted business value as a product of (a) the

4   business value weight corresponding to the work item and (b) a sum of

5   products of a level of each said needed skill of the resource and a weight

6   of said needed skill of the work item; and

7   determining a value to the work item comprises

8   determining a weighted work item treatment value as a product of

9   (c) a work item treatment weight corresponding to the work item and (d) a

10   sum of products of each treatment of the work item and a weight of said

11   treatment of the work item.

1   51. **(original)** The medium of claim 50 wherein:

2   the sums of products are scaled sums, and

3   the treatments are scaled treatments.

1   52. **(original)** The medium of claim 51 wherein:

2   selecting comprises

3   selecting the determined work item that has a highest sum of the

4   weighted business value and the weighted work item treatment value.

1   53. **(previously presented)** The medium of claim 56 wherein:

2   the work item treatments of a work item comprise a time that the

3   work item has been waiting for service and an estimated time that the

4   work item will have to wait for service.

1   54. **(previously presented)** The medium of claim 53 wherein:

2   the work item treatments of a work item further comprise a time by

3   which the work item has exceeded its target wait time.

1   55. **(original)** The medium of claim 53 wherein:

2   the estimated wait time that the work item will have to wait for

3   service comprises a product of (a) a ratio of a total number of work items

4   waiting for service and an average number of work items waiting for

5   service and (b) a sum of average wait times of individual said needed

6   skills each weighted by a ratio of the weight of said individual skill and a

7   sum of the weights of the needed skills.

1   56. **(previously presented)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform a selection of a work item for a resource, comprising:

4   determining available work items that need skills possessed by the

5   resource;

6   for each of the determined work items, determining a business

7   value comprising a sum across all skills of a product of a skill level of the

8   resource in the skill and a skill weight of the work item for the skill;

9   for each of the determined work items, determining a work item

10   treatment value, the work item treatment value being a measure of how

11   the work item is meeting goals of the individual work item, the work item

12   treatment value comprising a sum across all of a plurality of work item

13   treatments of a product of the value of the work item for the work item

14   treatment and a weight of the work item for how much weight said work

15   item treatment has relative to others of the work item treatments and how

16   much weight the work item treatments have relative to a different weight of

17   the business value; and

18   selecting a determined work item that has a best combined score of

19   its business value and work item treatment value, to be served by the

20   resource.

1   57. **(original)** The medium of claim 56 wherein:

2   the work item treatments of a work item comprise a time that the

3   work item has spent waiting to be serviced, an estimated time that the

4   item will spend waiting to be serviced, and a time by which the work item

5   has exceeded its target waiting time.

1   58. **(original)** The medium of claim 56 wherein:

2   determining a business value comprises

3   determining a scaled business value comprising the business value

4 scaled by a first scaling factor that is common to all of the determined

5 work items;

6   determining a work item treatment value comprises

7   for each work item treatment, determining a scaled value of the

8 work item comprising the value of the work item for that work item

9 treatment scaled by a scaling factor that is common for that work item

10 treatment to all of the determined work items, and

11   determining a scaled work item treatment value comprising a sum,

12 scaled by a second scaling factor that is common to all of the determined

13 work items, across all work item treatments of a product of the scaled

14 value of the work item for the work item treatment and a weight of the

15 work item for the work item treatment; and

16   selecting comprises

17   selecting a determined work item that has a best sum of its scaled

18 business value and its scaled work item treatment value, to be served by

19 the resource.

1   59. **(original)** The medium of claim 58 wherein:

2 each scaling factor comprises a fraction having in its denominator a

3 maximum value of the value to which said scaling factor applies of any of

4 the work items.

1   60. **(previously presented)** A method of selecting a work item for

2 a resource, comprising:

3   determining by processor available work items that need skills

4   possessed by the resource;

5   for each of the determined work items, determining by processor a

6   weighted business value of having the resource service the work item, as

7   a product of (a) the business value weight corresponding to the work item

8   and (b) a sum of products of a level of each said needed skill of the

9   resource and a weight of said needed skill of the work item, the business

10   value being a measure of qualification of the resource for servicing of the

11   work item based on skills of the resource and skill requirements of the

12   work item;

13   for each of the determined work items, determining by processor a

14   weighted value to the work item of being serviced by the resource, as a

15   product of (c) a work item treatment weight corresponding to the work item

16   and (d) a sum of products of each treatment of the work item and a weight

17   of said treatment of the work item, the value to the work item being a

18   measure of how the work item is treated compared to other work items

19   and treatment goals of the individual work item and comprising a time that

20   the work item has been waiting for service, a time by which the work item

21   has exceeded its target wait time, and an estimated time that the work

22   item will have to wait for service comprising a product of (e) a ratio of a

23   total number of work items waiting for service and an average number of

24   work items waiting for service and (f) a sum of average wait times of

25   individual said needed skills each weighted by a ratio of the weight of said

26   individual skill and a sum of the weights of the needed skills; and

27   selecting by processor a determined work item that has a best

28   combined value of the weighted business value and the weighted value to

29   the work item to be served by the resource.

1   61. **(previously presented)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3 computer to perform selection of a work item for a resource, comprising:

4   determining available work items that need skills possessed by the

5 resource;

6   for each of the determined work items, determining a weighted

7 business value of having the resource service the work item, as a product

8 of (a) the business value weight corresponding to the work item and (b) a

9 sum of products of a level of each said needed skill of the resource and a

10 weight of said needed skill of the work item, the business value being a

11 measure of qualification of the resource for servicing of the work item

12 based on skills of the resource and skill requirements of the work item;

13   for each of the determined work items, determining a value to the

14 work item of being serviced by the resource, as a product of (c) a work

15 item treatment weight corresponding to the work item and (d) a sum of

16 products of each treatment of the work item and a weight of said treatment

17 of the work item, the value to the work item being a measure of how the

18 work item is treated compared to other work items and treatment goals of

19 the individual work item and comprising a time that the work item has

20 been waiting for service, a time by which the work item has exceeded its

21 target wait time, and an estimated time that the work item will have to wait

22 for service comprising a product of (e) a ratio of a total number of work

23 items waiting for service and an average number of work items waiting for

24 service and (f) a sum of average wait times of individual said needed skills

25 each weighted by a ratio of the weight of said individual skill and a sum of

26 the weights of the needed skills; and

27   selecting a determined work item that has a best combined value of

28 the weighted business value and the weighted value to the work item to be

29 served by the resource.